

# Moving to Virtual Training

For those **urgently moving to virtual training** due to Coronavirus here are a few best practices:

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## Customize

The training must be customized and relevant. You are given less "slack" in a virtual setting. You need to make sure your content is relevant to hold attention.



## Live

For optimal impact, it must be live, especially for soft skills. On-demand options are great but they should be used for reinforcement and practice, not skill development.

ON AIR

*"Learning is experience. Everything else is just information." - Albert Einstein*

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## Short-term participants can only hold 5-9

chunks of new information at a time.  
(Source [www.trainingindustry.com](http://www.trainingindustry.com))



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## Spatial Learning

Online makes it much easier to offer spatial learning compared to the classroom. Use it. Provide tools, have participants use them, and then discuss the success or failure of using them before adding new tools. Give them a chance to use it and then coach them!

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## Interactive

Online cannot equal boring, otherwise you should have just sent participants a book to read. Make it truly interactive. For example, we utilize live simulations via break out rooms, polling, and even sometimes disable mute for some smaller groups. It feels scary at first, but if done well is an incredible experience.



You retain **20%** when listening only vs **70%** if you **write down, personalize, and actively engage with the content.**

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## Reinforcement

Successful training relies on several factors, reinforcement is perhaps the most important on the list. Proper training are comprehensive programs not one time "car wash" events. Reinforcement must be more than one session or touch, ideally delivered through more than one modality, people must be held accountable, management must buy in. We use email campaigns, integration with CRM systems, Manager's Field Guides, and ongoing videotaped roleplay & coaching, as a few examples.



**Learners forget approximately 75%** of what they learned within a week, **if it's not reinforced.**

(Source: [www.mindmarker.com](http://www.mindmarker.com))

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## Track Results

This is an extra insiders tip. Countless research shows that the mere tracking of results (people feeling they are being watched) improves performance. As a result, track it, not only to see how your virtual offerings compare to what you provide in the classroom, but to continue to fine tune it....and to give your people a little extra performance boost!



### 2 Extra Quick Tips:

- Choose the right method of online (live, on-demand, mobile first, etc.)
- Build it with collaboration and interactivity in mind, don't just copy content over online.